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For information regarding the EMR-ISAC visit www.usfa.dhs.gov/emr-isac or contact the EMR-ISAC office at: (301) 447-1325 and/or emr-isac@fema.dhs.gov.

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Ferguson EMS Talks About Crisis Response

Most EMS departments hope they will never be part of a major crisis that brings the attention of the nation and possibly the world, yet the EMS teams in Ferguson, Missouri, found themselves in just such a position last year and they have talked about it in a [series of articles on EMS1](#).

The [EMS response to the initial incident](#) was almost accidental as an ambulance drove up on the scene while transporting another patient to the hospital. The crew stayed on the scene until “their safety came into question” and they staged farther away. Things started to calm down and it wasn’t until later that evening the more serious protests got underway.

For 19 days after that, Christian Hospital EMS responded to injury calls consistent with riots and protests: smoke inhalation, tear gas, assaults, and shootings. Their goal was to “[get in and out as quickly as possible](#),” and it often felt there were two EMS systems in place: one for the unrest and one for normal day-to-day calls.

Several interviews with the chief of the department and the medical director for the state show several lessons learned: going against policy when necessary, proper staging, [planning for more riots](#) as the grand jury decision came down, and [crisis planning](#). Above all, the chief stated, the primary concern was ensuring [everyone went home at the end of their shift](#).

(Source: [EMS1](#))

Fusion Centers Offer Much to Local Agencies

Across the country, 78 collaborative offices work toward state-to-state cooperation and information sharing. Known as “[Fusion Centers](#),” these offices bring together representatives from state, local, tribal, territorial (SLTT) and federal government agencies to gather, analyze, and [share threat information that can affect the state, region, and nation](#).

Each fusion center is owned and operated by the state or local entity in which it is located. Each is unique in the way they are staffed and managed, what technology they use, how they train, and how they handle emergencies. Some have an all-hazards approach while others focus on crime and counterterrorism efforts.

Many fusion centers have representatives from [fire](#) (PDF, 2.1 Mb), [public health](#), emergency management, state law enforcement, critical infrastructure, and the private sector. They also offer training to those same agencies and departments in their state, such as

The InfoGram is distributed weekly to provide members of the Emergency Services Sector with information concerning the protection of their critical infrastructures.

[Fusion Liaison Officer \(FLO\) programs](#) and [Suspicious Activity Reporting \(SAR\) training](#).

Local departments are encouraged to [contact their local fusion center](#) to see what training and resources may be available to them.

(Source: [DHS](#))

Hazards of Solar Power Systems

Solar panels are popping up on more buildings across the country as technology becomes more available and feasible. Most towns and cities see at least some [businesses](#) and [residences](#) with panels. Understanding these systems and the hazards they present is key to personnel safety and effectively altering firefighting tactics and procedures.

In addition to the flat panels used for generating electricity, you may find types of solar hot water heaters, air heating panels, and even “[solar shingles](#)” that are nearly indistinguishable to standard roof shingles. However, several things remain constant for each:

- When light shines on panels, from the sun or an artificial source, they are active;
- Rooftop systems cannot support the weight of firefighters or equipment;
- Systems may have multiple disconnects;
- Large rooftop systems may prohibit ventilation and roof access.

As the technology becomes more available it is important for all fire departments to be prepared to respond to fires at buildings that use solar technology. The National Fire Protection Association (NFPA) report “[Fire Fighter Safety and Emergency response for Solar power Systems](#)” provides a good overview of best practices departments should adopt when planning for solar systems and structural firefighting.

Underwriters Laboratory has a [70-minute online training course for firefighters](#) which discusses the electrical systems and related hazards. Tualatin Valley Fire and Rescue partnered with other Oregon state agencies to produce “Solar Panel Safety for First Responders,” which can be found with many other [resources at the bottom of this page](#).

(Source: [NFPA](#))

Online Traffic Incident Management Training

The National Highway Institute has available a new web-based [National Traffic Incident Management Responder Training](#), free for all first responders. The training is 4 hours long and covers many of the Traffic Incident Management (TIM) procedures, including:

- TIM fundamentals and terminology;
- Safe vehicle positioning, traffic management, and scene safety;
- Command responsibilities;
- Clearance and termination.

Accident scenes cause congestion and can bring a secondary crash, which endangers the lives of first responders. Recent incidents in [Pennsylvania](#) and [South Carolina](#) show how deadly highway response is. The longer responders are on the scene, the greater the risk they face. Faster and better response helps limit secondary accident risks.

The [Emergency Responder Safety Institute](#) also provides assistance for first responders to help them be better prepared for accident scenes and highway operations. Resources include information on high visibility PPE and vehicle markings, sample SOPs/SOGs, training, data on “struck by” incidents and line of duty deaths, and education materials.

(Source: [National Highway Institute](#))

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For information specifically affecting the private sector critical infrastructure contact the **National Infrastructure Coordinating Center** by phone at 202-282-9201, or by email at nicc@dhs.gov.